



## **Job Posting**

**Position Title: Administrative Services Assistant 3 (00106522)**

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**Reports To:** Deborah Boshears-Gunter

**Location:**

TN School for the Blind  
115 Stewarts Ferry Pike  
Donelson, TN 37214

**Position Description:**

Under general supervision, is responsible for providing technical support to users by researching and answering questions; troubleshooting problems; maintaining workstations and LAN performance; and performs related work as required.

**Specific Position Responsibilities:**

**Qualifications:**

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree AND experience equivalent to three years of increasingly responsible full-time professional technology support experience.

**OR**

**Substitution of Experience for Education:** Qualifying full-time increasingly responsible sub professional, paraprofessional, or professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

**OR**

**Substitution of Education for Experience:** Additional graduate coursework in



### **Job Posting**

information technology or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

### **OR**

Two years of increasingly responsible technical support experience with the State of Tennessee.

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs, and compatibility to ADA requirements.
- Places software into production by loading software into computer; entering necessary commands.
- Places hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions; responding/reconciling SchoolDude tickets.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Maintains historical records by documenting hardware and software changes and revisions.
- Maintains client confidence and protects operations by keeping information confidential.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.



### **Job Posting**

- Contributes to team effort by accomplishing related results as needed.
- Providing excellent customer service.

### **Successful candidate will exhibit the following:**

- Excellence
- Optimism
- Sound Judgment
- Courage
- Teamwork
- Dealing with Ambiguity
- Decision Quality
- Listening

### **CONDITIONS OF EMPLOYMENT:**

- Selected applicants must verify experience / highest degree held.
- Direct deposit of paycheck on a 12-month schedule is required.
- TSB is a non-smoking facility in its entirety.
- Selected applicant must comply with the State of Tennessee Employee Drug-Free Workplace Policy, and other policies.
- As required by the Immigration Reform and Control Act (IRCA), selected applicant must verify, within 72 hours of employment, his/her legal right to be employed in the United States.
- Selected applicant(s) will be required to submit to and pass a TBI/FBI background check, to include Tennessee and Federal criminal history checks, child abuse records, employment verification, and professional/personal reference checks.

### **Salary and Benefits:**

Salary table is available on [www.tn.gov](http://www.tn.gov), under classification/compensation. In addition, a [comprehensive benefits package](#) is included.

### **To Apply:**



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Please e-mail a cover letter, resume, and contact information for three professional references to [Noranda.French@tsbtigers.org](mailto:Noranda.French@tsbtigers.org)

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